



# SharePoint Analyst

ICT and Digital

<b>Team:</b>	Business Information	<b>Location:</b>	Auckland
<b>Reports to:</b>	Head of Business Information	<b>Job family:</b>	ICT
<b>Role Type:</b>	Information Management	<b>Salary:</b>	TBC

## About Us

### KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities, and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

### Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



*Health, safety and wellbeing is our number one priority. Good safety is good business*

## About the Role

### Purpose of the role

KiwiRail has a bold ambition to grow by winning customer loyalty, and we know that we need to continue to work hard at being easier to do business with, improving our service performance, having consistent asset reliability and delivering for customers at a competitive price to achieve our ambition. We are a large and complex business and often face significant information challenges, such as managing vast volumes of documents and records, integrating data from siloed systems, and maintaining information security and privacy.

As SharePoint Analyst you are responsible for working in the information practise and in line with KiwiRail's overall goals. This role is responsible for driving the implementation of information initiatives and ensuring that these projects deliver value. By bridging the gap between technical information management and strategic business objectives, the SharePoint Analyst ensures that information initiatives are not only technically sound but also strategically aligned and effectively executed. The role works closely with the Data and Information Architect and Information Lead to guarantee that the information architecture is not only well-designed but also effectively utilised to drive business success. The role requires initiatives to be established to address the compliance requirements of government agency. This role is weighted to be 30% Strategic, 70% Technical,

### Key Accountabilities

Within the area of responsibility, this role is required to:

- **Business Requirements & Analysis:** Work with stakeholders to gather requirements for sites, workflows and solutions. Translate business needs into SharePoint features, structures and processes.
- **Solution Design:** Design Site architecture, libraries, lists, metadata models and permissions. Create wireframes, prototypes and solution documentation
- **Configuration & Customizations:** Build and configure SharePoint sites, libraries, lists, views and pages. Develop Power Automate flows, Power Apps and out-of-the-box solutions.
- **Content Management & Governance:** Support content owners with taxonomy, metadata, and information architecture. Ensure adherence to governance and lifecycle management policies.
- **User Training & Adoption:** Create training materials, run workshops, and support user onboarding. Promote best practices and help teams use SharePoint effectively.
- **Continuous Improvement:** Analyse usage data and identify opportunities for optimization. Recommend enhancements to improve collaboration, search and content management.
- **Platform Management:** Maintain and configure SharePoint environment. Manage site collections, permissions, storage quotas and service applications. Ensure platform performance, availability and reliability.
- **Security & Compliance:** Implement and enforce governance policies. Manage user access, permissions and security groups. Monitor audit logs and ensure compliance with organisational standards.
- **Maintenance & Support:** Perform regular health checks, updates, and patching. Troubleshoot issues related to sites, workflows, integrations, and performance. Provide Tier 2/3 support for SharePoint-related incidents.
- **Backup & Recovery:** Manage backup & archive schedules and test restoration procedures. Ensure business continuity and disaster recovery readiness.
- **Integration & Configuration:** Configure integrations with Microsoft 365 apps (Teams, OneDrive, Power Automate, etc.). Manage search configuration, metadata, and content types.
- **Governance & Best Practices:** Enforce naming conventions, site lifecycle policies, and content management standards. Maintain documentation for configurations, processes, and governance rules.
- **Information Practice:** Establishing and maintaining the information management practise with a vision to fully comply with the Archives NZ requirements for Information Management. Address compliance & audit requirements as prescribed by the government agency.
- **Technical:** Understand SharePoint and its values in the Information Management landscape. Work closely with IT and external vendors to understand current needs and future requirements.

- Technical: Understand AI and its values in the Information Management landscape. Work closely with IT and external vendors to leverage AI for improving productivity and processes.

### Key challenges

- Managing the appropriate allocation of resources in a cost saving environment
- Managing and analysing complex and sensitive issues
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Head of Business Information		✓		✓
	Data and Information Architect			✓	✓
	Business Data and Information Team			✓	
	Architecture Team			✓	
	Cyber Security Team			✓	✓
	ICT SLT Team				✓
	Information Stakeholders and Specialists			✓	✓
External	External Industry Data & Information Leads + 3 <sup>rd</sup> Party Suppliers and Vendors	✓		✓	✓

## What you will do to contribute

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### Health Safety and Wellbeing

- Analyse workplace risks and develop mitigation strategies
- Promote a culture of safety and wellbeing within your team
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health

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### Customer Focus

- Provide a positive customer experience
- Support a customer-focused culture at KiwiRail
- Know our services well and explain them to customers
- Respond quickly to customer needs
- Develop solutions to meet customer requirements
- Solve complex customer issues
- Work with colleagues to improve customer outcomes

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### High Performing Teams Skills

- Set clear performance standards aligned with KiwiRail's goal
- Build a supportive and cooperative team environment
- Provide timely and constructive feedback
- Actively seek diverse perspectives in problem-solving
- Identify opportunities for coaching and mentoring

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### Commercial Acumen

- Plan and monitor resource allocation to achieve team objectives
- Consider financial implications when making recommendations
- Understand and comply with procurement guidelines
- Work with suppliers to ensure quality outcomes
- Recognise how financial decisions impact KiwiRail's overall position

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### Project Governance

- Follow governance frameworks and systems
- Identify and address governance issues early
- Monitor and review performance regularly

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### Risk Management

- Choose and adapt appropriate risk management frameworks
  - Identify and forecast risks, issues, and opportunities in projects
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## Decision Making

The position is accountable for decisions regarding all SharePoint & Information Management operational activities and for the provision of advice to team members and stakeholders on day-to-day information management decisions.

Key decision-making requirements of the position include:

- day to day management, practice & methodologies
- risk management decisions
- resourcing, planning and scheduling decisions

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	TBC
<b>Finance Delegations</b>	None
<b>Budget (operating and capital)</b>	TBC
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	Nil

## Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

*Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.*

## About you

### Knowledge and experience

- 3+ years of experience in information management
- You have experience creating and implementing information strategies that align with business objectives.
- You have experience creating and implementing and working with SharePoint as the Information Management platform. Preferably with MS certification in SharePoint Administration.
- You have understanding of Government agency requirements for compliance.
- You have excellent communication and leadership skills, capable of influencing across all levels of the organization.

### Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical
- You focus on customers' needs
- You have a commercial mindset
- You value diversity and help create an inclusive workplace

### Other Requirements

*KiwiRail uses Skills Framework for the Information Age (SFIA 8) to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed. You can find detailed description of the skills and levels here: [SFIA 9 Skills List](#).*

- Records Management ([RMGT](#))
- Information Management ( [IRMG](#) )
  
- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### Qualifications

You need either:

- A bachelor's degree in business, communications, or a related field.
- Experience with project management methodologies, Lean, or other corporate leadership pedagogy.
- SharePoint Administrator Experience or technical skills in other Document Management platforms.

**CREATING  
STRONGER  
CONNECTIONS**



KiwiRail 

